

**Response**

Applicant: Robert F. Sheppard

Serial No.: 10/763,072

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Docket No.: 200901410-1

Title: MANAGING INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE OF AN ENTERPRISE USING  
A CENTRALIZED LOGISTICS AND MANAGEMENT (CLAM) TOOL

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**RESPONSE**

Dear Sir:

This Response is in reply to the Final Office Action dated January 20, 2011 and the Advisory Action dated March 30, 2011 and the Advisory Action dated May 17, 2011. Applicant is filing herewith a newly, signed Declaration under 37 C.F.R. 1.131 including paragraphs 7-14 and Exhibits D and E, which show sufficient evidence to establish diligence. No amendments to the claims have been made with this Response.